

Sample Graphs & Reports

This chapter contains a list of sample graphs and reports which can be generated using the Report Graphing function of Call Accounting.

Sample graphs

Figure 57
Sample 3D Bar Graph

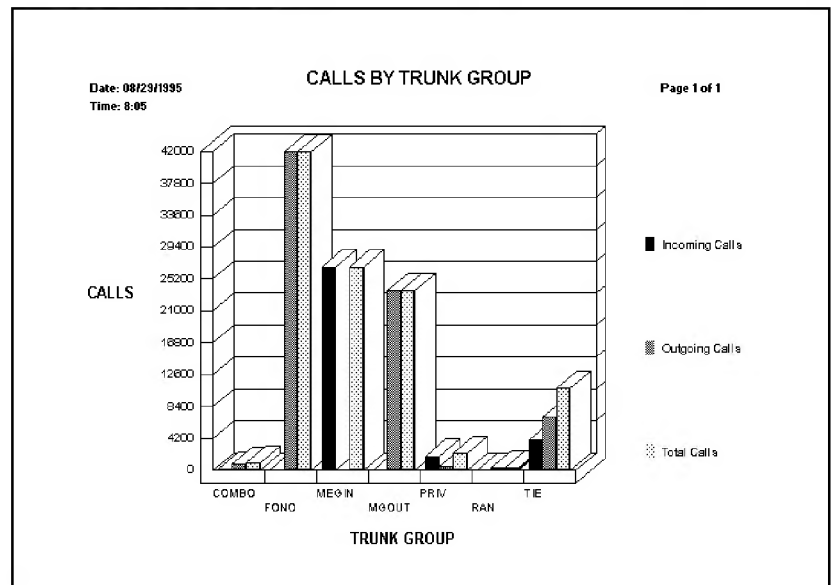


Figure 58
Sample 3D Pie Chart

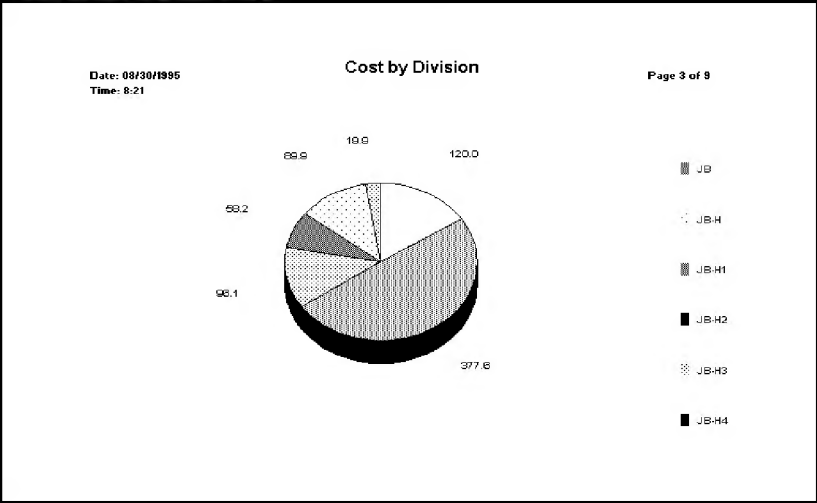
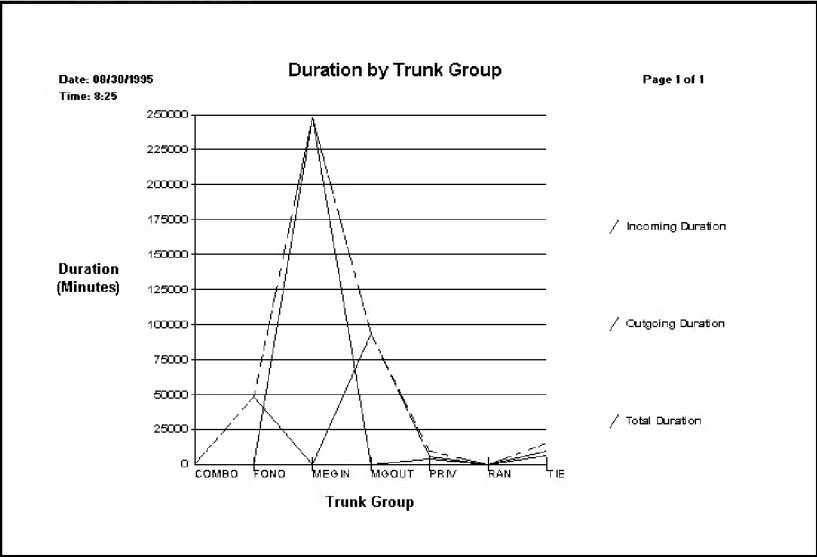


Figure 59
Sample Line Graph



Sample reports

Table 41
Sample Extension Detail Report

Acme Limited Dallas, TX									
Extension Detail Report									
Extension: 216 - Smith, J. Department: MARKETING Division: SALES						Page: 1 Date: 05/18/95			
Digits Dialed		Location		Date	Time	Duration	Cost	Route Used	Comments
9 1 214 555-5692		DALLAS	TX	05/17	11:16	45:00	23.29	DDD	TTL INC.
9 1 713 555-5777		HOUSTON	TX	05/17	11:31	12:00	4.42	DDD	
9 1 214 665-5430		HOUSTON	TX	05/17	11:37	7:00	2.58	DDD	
9 1 214 555-2837		HOUSTON	TX	05/17	11:37	16:00	9.02	DDD	
9 1 713 555-9275		DALLAS	TX	05/17	11:40	1:00	0.39	DDD	
9 1 214 555-5111		DALLAS	TX	05/17	11:42	2:00	0.74	DDD	
9 1 212 555-6419		NEW YORK	NY	05/17	11:43	1:00	0.39	DDD	
9 1 212 555-0211		NEW YORK	NY	05/17	11:43	33:00	18.60	DDD	
9 1 212 555-9275		NEW YORK	NY	05/17	11:44	1:00	0.39	DDD	
9 1 713 555-5347		HOUSTON	TX	05/17	11:46	1:00	0.39	DDD	
9 1 719 555-1000		PUEBLO	CO	05/17	11:47	15:00	8.45	DDD	
Report Totals:									
# Calls		Minutes		Min/Call		Cost		Cost/Call	
In	Out	In	Out	In	Out	In	Out	In	Out
DDD	0	11	0:00 134:00	0:00	12:11	0.00	68.64	0.00	6.24
Total:									
	0	11	0:00 134:00	0:00	12:11	0.00	68.64	0.00	6.24
Reviewed By: _____ Approved By: _____									

Table 42
Sample Trunk Graph

Acme Limited										
Dallas, TX										
Trunk Graph Report										
Page: 1										
Date: 05/31/95										
Trunk Group: DDD										
Time	Minutes	# Calls	Min/Call	Percent Of						
Period				Capacity	0	16	32	48	64	80
05:00-05:29	0:00	0	0:00	0%						
05:30-05:59	0:00	0	0:00	0%						
06:00-06:29	0:00	0	0:00	0%						
06:30-06:59	0:00	0	0:00	0%						
07:00-07:29	0:00	0	0:00	0%						
07:30-07:59	0:00	0	0:00	0%						
08:00-08:29	0:00	0	0:00	0%						
08:30-08:59	0:00	0	0:00	0%						
09:00-09:29	0:00	0	0:00	0%						
09:30-09:59	0:00	0	0:00	0%						
10:00-10:29	0:00	0	0:00	0%						
10:30-10:59	3:00	1	3:00	2%		*				
11:00-11:29	30:00	0	0:00	20%		*****				
11:30-11:59	114:46	7	16:24	77%		*****				
12:00-12:29	59:32	0	0:00	40%		*****				
12:30-12:59	0:00	0	0:00	0%						
13:00-13:29	0:00	0	0:00	0%						
13:30-13:59	0:00	0	0:00	0%						
14:00-14:29	0:00	0	0:00	0%						
14:30-14:59	0:00	0	0:00	0%						
15:00-15:29	0:00	0	0:00	0%						
15:30-15:59	0:00	0	0:00	0%						
16:00-16:29	0:00	0	0:00	0%						
16:30-16:59	0:00	0	0:00	0%						
17:00-17:29	0:00	0	0:00	0%						
17:30-17:59	0:00	0	0:00	0%						
18:00-18:29	0:00	0	0:00	0%						
18:30-18:59	0:00	0	0:00	0%						
19:00-19:29	0:00	0	0:00	0%						
19:30-19:59	0:00	0	0:00	0%						
Number of Trunks: 5										
Number of Days: .5										
Total Minutes Used: 207:18										
Total Calls Made: 8										
Total Time Available: 7200:00										

Table 43
Sample Billing Database Report

Acme Limited (Alphabetic Listing) Billing Database Report				
			Page: 1	
			Date: 05/18/85	
EMPLOYEE	DIVISION	DEPARTMENT	EXT.	EQUIPMENT
ACCOUNTING, FACSIMILE		620 CUSTOMER ACCTS	302	
AUBU, JEAN-CLAUDE		755 POSTAGE BY PHONE	274	
BARNES, CLIFF		620 CUSTOMER ACCTS	365	
BARRETT, SUSAN		711 EMPLOYEE RELTNS	282	
CLARK, JOHN		500 CUSTOMER SERVICE	413	
CLARKSON, BETTY		754 OPS SUPPORT	430	
HALL, ROSE		731 MAILING & GRPHCS	257	
JOHNSTONE, BOB		754 OPS SUPPORT	332	
JONES, MIKE		424 TRNG & DVLPMNT	398	
MAIL ROOM		731 MAILING & GRPHCS	256	
MANCUSO, ELLEN		754 OPS SUPPORT	455	
MCNICOLL, NANCY		620 CUSTOMER ACCTS	360	
RECEPTION		420 MAILING SYSTEMS	389	
SMITH, PETER		754 OPS SUPPORT	325	
SWITCHBOARD		500 CUSTOMER SERVICE	1	
SZABO, ANTON		753 CLIENT SERVICES	212	
TANNER, CHUCK		9273 S.TIPPIN PERS	9273	
THAMES, RENE		712 COMP & BENEFITS	280	

Table 44
Sample Hold Time Summary Report

Acme Limited Dallas, TX Hold Time Summary Report Outgoing Calls Page: 1 Date: 05/18/95									
Time	# Calls	(%)	0	1	2	3	4	5	
Period									
0:00 - 0:05	0	0.00							
0:06 - 0:10	2	40.00	*****						
0:11 - 0:15	0	0.00							
0:16 - 0:20	0	0.00							
0:21 - 0:30	0	0.00							
0:31 - 0:40	2	40.00	*****						
0:41 - 0:50	1	20.00	*****						
0:51 - 1:00	0	0.00							
1:01 - 2:00	0	0.00							
2:01 - 3:00	0	0.00							
3:01 - 4:00	0	0.00							
4:01 - 5:00	0	0.00							
5:01 - 10:00	0	0.00							
10:01 - 20:00	0	0.00							
20:01 - >>>>	0	0.00							
Totals:	5								

Report filters cross reference

Table 45
Report filters cross reference chart

	Date	Time	OExt	IExt	OTrk	ITrk	Dur	Cost	Trk Grp Date	Dep	Div	Acct	Aut	Acs	Dig
Extension Detail	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Department Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Division Sum.	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Corporate Sum.	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Authorization Code	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Account Code	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Account Code Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Except/Chron	⊗	⊗	⊗	⊗			⊗	⊗	⊗			⊗	⊗	⊗	⊗
Data Export	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Trunk Utilization	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Trunk Detail	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗
Trunk Graphing	⊗		⊗	⊗	⊗	⊗	⊗		⊗						
Tandem Tie	⊗	⊗	⊗	⊗	⊗	⊗	⊗		⊗						
Employee Directory			⊗	⊗						⊗	⊗		⊗		
Customer Directory															
Config/Diag															
Frequently Called #	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗
Undisbursed Ver	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Undisbursed Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Digits Detail	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗
Calling Line Freq	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗
Calling Line Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗			⊗	⊗	⊗	⊗
Ring Time Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Call Duration Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Area Code Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗		⊗			⊗	⊗	⊗	⊗
Location Sum	⊗	⊗	⊗	⊗	⊗	⊗	⊗		⊗			⊗	⊗	⊗	⊗
Ex, De. & Di Graphs	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗	⊗
Trunk Graphs	⊗	⊗	⊗	⊗	⊗	⊗	⊗		⊗	⊗	⊗	⊗	⊗	⊗	⊗